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***Hardwiring Excellence  
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Why Cope When You Can Heal? is an

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essential resource for doctors, nurses, paramedics, and other healthcare professionals—and the leaders who support them—as they navigate the traumatic stress they have experienced and continue to face. COVID-19 has traumatized the world—and no group has been more impacted than frontline healthcare

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workers. They've worked without adequate personal protective equipment (PPE), witnessed mass death, and been forced to make choices that haunt them. Many have fallen ill, while others have worried endlessly about their own health and that of their loved ones. Additionally, all of this is happening in the context of a

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divided nation, a struggling industry, and a “just get over it” culture that exacerbates the problems healthcare workers face, while minimizing their suffering. These factors have created the perfect storm for widespread stress, depression, anxiety, and hopelessness—and, increasingly, posttraumatic stress disorder (PTSD).

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Medical doctor and psychiatrist Mark Goulston shares practical, evidence-based techniques and treatments for managing traumatic stress that will fill you with hope and inspiration. In *Why Cope When You Can Heal?*, you will discover: real-world accounts and experiences from frontline workers; an overview of treatment

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options; and exercises, tools, and tips that you can use today. This guide will help you—and those you love and support in the COVID-19 battle—begin the process of healing from the inside out and reconnect with the joys and rewards of career and life.

Traditional retail is becoming increasingly

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volatile and challenged as a business model. Brick-and-mortar has shifted to online, while online is shifting into pop-up storefronts. Virtual stores in subway platforms and airports are offering new levels of convenience for harried commuters. High Street and Main Street are becoming the stuff of nostalgia. The

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Big Box is losing ground to new models that attract consumers through their most-trusted assistant—the smartphone. What's next? What's the future for you—a retailer—who is witnessing a tsunami of change and not knowing if this means grasping ahold of new opportunity or being swept away? The Retail Revival



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answers these questions by looking into the not-so-distant retail past and by looking forward into a future that will continue to redefine retail and its enormous effect on society and our economies. Massive demographic and economic shifts, as well as historic levels of technological and media disruption, are

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turning this once predictable industry—where “average” was king—into a sea of turbulent change, leaving consumer behavior permanently altered. Doug Stephens, internationally renowned consumer futurist, examines the key seismic shifts in the market that have even companies like Walmart and Procter &

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Gamble scrambling to cope, and explores the current and future trends that will completely change the way we shop. The Retail Revival provides no-nonsense clarity on the realities of a completely new retail marketplace—realities that are driving many industry executives to despair. But the future need not be dark.

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Stephens offers hope and guidance for any businesses eager to capitalize on these historic shifts and thrive. Entertaining and thought-provoking, *The Retail Revival* makes sense of a brave new era of consumer behavior in which everything we thought we knew about retail is being completely reimagined. Praise for *The*

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Retail Revival “It doesn’t matter what type of retail you do—if you sell something, somewhere, you need to read Doug Stephens’ The Retail Revival. Packed with powerful insights on the changing retail environment and what good retailers should be thinking about now, The Retail Revival is easy to read,

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well-organized and provides essential food for thought.” — Gregg Saretsky, President and CEO, WestJet “This book captures in sharp detail the deep and unprecedented changes driving new consumer behaviors and values. More importantly, it offers clear guidance to brands and retailers seeking to adapt and evolve to meet

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entirely new market imperatives for success.” —John Gerzema, Author of Spend Shift and The Athena Doctrine

“The Retail Revival is a critical read for all marketing professionals who are trying to figure out what’s next in retail... Doug Stephens does a great job of explaining why retail has evolved the way it has, and

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the book serves as an important, trusted guide to where it's headed next. ” —Joe Lampertius SVP, Shopper Marketing, Momentum Worldwide and Owner, La Spezia Flavor Market “Doug Stephens has proven his right to the moniker ‘Retail Prophet.’ With careful analysis and ample examples, the author makes a compelling



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case for retailers to adapt, change and consequently revive their connection with consumers. Stephens presents actionable recommendations with optimism and enthusiasm—just the spoonful of sugar we need to face the necessary changes ahead.”  
—Kit Yarrow, Ph.D., Consumer Psychologist; Professor, Golden Gate

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University; Co-Author, Gen BuY: How  
Tweens, Teens and Twenty-Somethings  
are Revolutionizing Retail “Doug  
Stephens doesn’t just tell you why retail is  
in the doldrums, he tells you why retail is  
a major signpost for the larger troubles of  
our culture and provides a compelling,  
inspiring vision for a future of retail—and

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business, and society.” —Eric Garland,  
author of *Future Inc.: How Businesses  
Can Anticipate and Profit from What's  
Next*

Uptime describes the combination of  
activities that deliver fewer breakdowns,  
improved productive capacity, lower costs,  
and better environmental performance.

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The bestselling second edition of Uptime has been used as a textbook on maintenance management in several postsecondary institutions and by many companies as the model framework for their maintenance management programs. Following in the tradition of its bestselling predecessors, Uptime: Strategies for

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Excellence in Maintenance Management, Third Edition explains how to deal with increasingly complex technologies, such as mobile and cloud computing, to support maintenance departments and set the stage for compliance with international standards for asset management. This updated edition reflects a far broader and

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deeper wealth of experience and knowledge. In addition, it restructures its previous model of excellence slightly to align what must be done more closely with how to do it. The book provides a strategy for developing and executing improvement plans that work well with the new values prevalent in today's workforce.

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It also explains how you can use seemingly competing improvement tools to complement and enhance each other. This edition also highlights action you can take to compensate for the gradual loss of skills in the current workforce as "baby boomers" retire.

will update

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Understanding and Promoting Patient-  
Centered Care

A Journey from Corner Store to Corner  
Office

The Simple Playbook for Delivering the  
Ultimate Customer Service Experience

The Busy Leader's Handbook

Assessment and Planning in Health



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Programs

Long-Term Care Administration and  
Management

Alignment, Action, Accountability

*A leadership and career manifesto told  
through the narrative of one of today's  
most inspiring, admired, and  
successful global leaders. In Winners*

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*Dream, Bill McDermott—the CEO of the world's largest business software company, SAP—chronicles how relentless optimism, hard work, and disciplined execution embolden people and equip organizations to achieve audacious goals. Growing up in working-class Long Island, a sixteen-*

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*year-old Bill traded three hourly wage jobs to buy a small deli, which he ran by instinctively applying ideas that would be the seeds for his future success. After paying for and graduating college, Bill talked his way into a job selling copiers door-to-door for Xerox, where he went on to rank*

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*number one in every sales position he held and eventually became the company's youngest-ever corporate officer. Eventually, Bill left Xerox and in 2002 became the unlikely president of SAP's flailing American business unit. There, he injected enthusiasm and accountability into the*

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*demoralized culture by scaling his deli, sales, and management strategies. In 2010, Bill was named co-CEO, and in May 2014 became SAP's sole, and first non-European, CEO. Colorful and fast-paced, Bill's anecdotes contain effective takeaways: gutsy career moves; empathetic sales strategies;*

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*incentives that yield exceptional team performance; and proof of the competitive advantages of optimism and hard work. At the heart of Bill's story is a blueprint for success and the knowledge that the real dream is the journey, not a preconceived destination.*

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*In 101 Answers to Questions Leaders Ask, Quint Studer offers practical, prescriptive solutions to some of the many questions he's received from health care leaders around the country since the debut of "Ask Quint" on the Studer Group website more than four years ago. Informed by best practices*

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*in a national learning lab of health care organizations, Quint shares his insights on how to deliver excellent patient care, engage employees, and improve physician relations for access, growth and strong financial performance. In short, Quint's answers accelerate the leadership learning*



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*curve. Questions are organized by topic, making the book valuable as a reference point for specific issues or on-the-spot problem-solving.*

*The Talent Management Handbook explains how organizations can identify and get the most out of “high-potential people” by developing and*

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*promoting them to key positions. The book explains: 1. A system for integrating three human resources “building blocks”: organizational competencies, performance appraisal, and forecasting employee/manager potential 2. Six human resources conditions necessary for organization*

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*excellence 3. How to link your employee assessment process to career planning and development The Talent Management Handbook will help you design career plans that boost employee morale, as well as create and sustain excellence in your organization. It is full of simple,*

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*efficient, easy-to-follow methods for assessing, planning, and developing high-value people to meet your organization's current and future needs. And it will help you combine your organization's diverse human resources activities into a single, cogent system. Featuring best*

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*practices from leading companies as well as contributions from field experts who hold top positions in such leading HR consultancies as AON Consulting, The Hay Group, Hewitt Associates, Right Management Consulting. Sibson Consulting, and Towers Perrin, The Talent Management Handbook is an*

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*authoritative resource for creating and maintaining excellence in your organization through people management.*

*Finally in paperback: the New York Times bestseller by the acclaimed, bestselling author of Start With Why and Together is Better. Now with an*

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*expanded chapter and appendix on leading millennials, based on Simon Sinek's viral video "Millenials in the workplace" (150+ million views).  
Imagine a world where almost everyone wakes up inspired to go to work, feels trusted and valued during the day, then returns home feeling*

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*fulfilled. This is not a crazy, idealized notion. Today, in many successful organizations, great leaders create environments in which people naturally work together to do remarkable things. In his work with organizations around the world, Simon Sinek noticed that some teams trust each other so deeply*



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*that they would literally put their lives on the line for each other. Other teams, no matter what incentives are offered, are doomed to infighting, fragmentation and failure. Why? The answer became clear during a conversation with a Marine Corps general. "Officers eat last," he said.*

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*Sinek watched as the most junior Marines ate first while the most senior Marines took their place at the back of the line. What's symbolic in the chow hall is deadly serious on the battlefield: Great leaders sacrifice their own comfort--even their own survival--for the good of those in their care. Too*

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*many workplaces are driven by cynicism, paranoia, and self-interest. But the best ones foster trust and cooperation because their leaders build what Sinek calls a "Circle of Safety" that separates the security inside the team from the challenges outside. Sinek illustrates his ideas with*

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*fascinating true stories that range from the military to big business, from government to investment banking. How Healthcare Heroes of COVID-19 Can Recover from PTSD Strategies for Excellence in Maintenance Management, Third Edition*

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*Straight A Leadership*

*Crossing the Unknown Sea*

*The Great Employee Handbook*

*About Face*

*Patients Come Second*

Uncover the extraordinary  
leader in you with  
straightforward exercises

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and advice from two of the world's foremost leadership experts From the bestselling authors of The Leadership Challenge and over a dozen award-winning leadership books comes a new book that examines a question of

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fundamental importance: How do people learn to become leaders? Learning Leadership: The Five Fundamentals of Becoming an Exemplary Leader is a comprehensive guide to unleashing the inner leader

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in us all and to building a solid foundation for a lifetime of leadership growth and mastery. The book offers a concrete framework to help individuals of all levels, functions, and backgrounds take charge of



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their own leadership development and become the best leaders they can be. Arguing that all individuals are born with the capacity to lead, bestselling authors Kouzes and Posner provide readers with a practical

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series of actions and specific coaching tips for harnessing that capacity and creating a context in which they can excel. Supported by over 30 years of research, from over seventy countries, and with examples from real-

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world leaders, Learning Leadership is a clarion call to unleash the leadership potential that is already present in society today. Learning Leadership provides readers with evidence-based strategies to ignite the

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habit of continuous improvement and the mindset of becoming the best leaders they can be. Emerging leaders, as well as leadership developers, internal and external coaches and trainers, and

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other human resource professionals will learn from first-hand stories and practical examples so that they can deeply understand and apply the fundamentals for becoming the best leaders they can be.

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Learning Leadership: The  
Five Fundamentals of  
Becoming an Exemplary Leader  
is divided into digestible  
bite-sized chapters that  
encourage daily actions to  
becoming a better leader.  
Key takeaways from the book

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include: Believe in Yourself. Believing in oneself is the essential first step in developing leadership competencies. The best leaders are learners, and they can't achieve mastery until and unless

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they truly decide that inside them there is a person who can make and difference and learn to be a better leader than they are right now. Aspire to Excel. To become an exemplary leader, people must



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determine what they care most about and why they want to lead. Leaders with values-based motivations are the most likely to excel. They also must have a clear image of the kind of leader they want to be in the future—and

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the legacy they want to leave for others. Challenge Yourself. Challenging oneself is critical to learning leadership. Leaders must seek new experiences and test themselves. There will be inevitable setbacks

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and failures along the way that require curiosity, grit, courage, and resilience to persist in learning and becoming the best. Engage Support. One can't lead alone, and one can't learn alone. It is

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essential to get support and coaching on the path to achieving excellence.

Whether it's family, managers at work, or professional coaches, leaders need the advice, feedback, care, and support

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of others. Practice  
Deliberately. No one gets  
better at anything without  
continuous practice.  
Exemplary leaders spend more  
time practicing than  
ordinary leaders. Simply  
being in the role of a

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leader is insufficient. To achieve mastery, leaders must set improvement goals, participate in designed learning experiences, ask for feedback, and get coaching. They also put in the time every day and make

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learning leadership a daily habit. Kouzes and Posner offer unrivaled insights into what it means to become an exemplary leader in today's world with their original research and over 30 years of experience

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studying the practices of extraordinary leadership. They show that anyone can become a better leader if they believe in themselves, aspire to excel, challenge themselves to grow, engage the support of others, and



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practice deliberately.

Learning Leadership  
challenges readers to do the  
meaningful and disciplined  
work necessary to becoming  
the best they can, using a  
new mindset and toolkit that  
can make extraordinary

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things happen. It's not the  
once-in-a-while  
transformational acts that  
demonstrate leadership. It's  
the little things that one  
does day in and day out that  
pave the path to greatness.  
Management Lessons from Mayo

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Clinic reveals for the first time how this complex service organization fosters a culture that exceeds customer expectations and earns deep loyalty from both customers and employees. Service business authority

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Leonard Berry and Mayo  
Clinic marketing  
administrator Kent Seltman  
explain how the Clinic  
implements and maintains its  
strategy, adheres to its  
management system, executes  
its care model, and embraces

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new knowledge - invaluable lessons for managers and service providers of all industries. Drs. Berry and Seltman had the rare opportunity to study Mayo Clinic's service culture and systems from the inside by

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conducting personal interviews with leaders, clinicians, staff, and patients, as well as observing hundreds of clinician-patient interactions. The result is a book about how the

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Clinic's business concept produces stellar clinical results, organizational efficiency, and interpersonal service. By examining the operating principles that guide every management decision at this

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legendary healthcare  
institution, the authors  
Demonstrate how a great  
service brand evolves from  
the core values that nourish  
and protect it Extrapolate  
instructive business lessons  
that apply outside



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healthcare Illustrate the  
benefits of pooling talent  
and encouraging teamwork  
Relate historical events and  
perspectives to the present-  
day Mayo Clinic Share  
inspiring stories from staff  
and patients An innovative

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analysis of this exemplary institution, Management Lessons from Mayo Clinic presents a proven prescription for creating sustainable service excellence in any organization.

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Argues that the best patient care is predicated on hospital managers assembling and engaging high-performance employees and providing them with the tools and guidelines that allow them to take personal

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responsibility for their results.

This text covers various aspects of the health professions ranging from delivering healthcare services to the disparities and inconsistencies in

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health care, health literacy, and much more.

Also presented in this text is an overview of careers in health professions including medicine, nursing, pharmacy, and allied health.

Taking Conversations from

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Difficult to Doable

Practicing Excellence

The E Factor

3 Models to Master Tough

Conversations

The Hcahps Handbook 2:

Tactics to Improve Quality

and the Patient Experience

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101 Answers to Questions  
Leaders Ask  
The Truth about Talent  
Organizations around the  
world are using Lean to  
redesign care and  
improve processes in a

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way that achieves and sustains meaningful results for patients, staff, physicians, and health systems. Lean Hospitals, Third Edition explains how to use the



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Lean methodology and mindsets to improve safety, quality, access, and morale while reducing costs, increasing capacity, and strengthening the long-

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term bottom line. This updated edition of a Shingo Research Award recipient begins with an overview of Lean methods. It explains how Lean practices can help

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reduce various  
frustrations for  
caregivers, prevent  
delays and harm for  
patients, and improve  
the long-term health of  
your organization. The

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second edition of this book presented new material on identifying waste, A3 problem solving, engaging employees in continuous improvement, and

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strategy deployment.

This third edition adds  
new sections on  
structured Lean problem  
solving methods  
(including Toyota Kata),  
Lean Design, and other

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topics. Additional examples, case studies, and explanations are also included throughout the book. Mark Graban is also the co-author, with Joe Swartz, of the book

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Healthcare Kaizen:  
Engaging Frontline Staff  
in Sustainable  
Continuous Improvements,  
which is also a Shingo  
Research Award  
recipient. Mark and Joe

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also wrote The  
Executive's Guide to  
Healthcare Kaizen.  
Have you ever dreaded  
holding a tough but  
necessary conversation  
with an employee,



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coworker, or boss? Do you put off such conversations for far too long? Have you ever launched into a difficult conversation without being well

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prepared, only to have the interaction spiral out of control? Most leaders will probably answer yes to at least one, if not all, of these questions. Taking

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Conversations from  
Difficult to Doable: 3  
Models to Master Tough  
Conversations can help  
you "bite the bullet"  
and say what needs  
saying in the most

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effective possible way.

Written by Lynne

Cunningham, MPA, FACHE,

this book explains why

we shy away from these

critical conversations

and provides the tools

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and tactics to navigate them confidently and effectively Here's just a sampling of the book's insights: \* What happens when we ignore situations that call for

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a difficult

conversation\* How to  
structure and execute a  
conversation with a  
peer, direct report,  
boss or physician \* How  
to implement each of the

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three powerful  
conversation models  
detailed in the book so  
that the outcome is a  
"win-win"\* Why  
practicing difficult  
conversations is so

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important (Cunningham provides common scenarios you and your team can modify and role play)\* Why creating official Standards of Behavior at your



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organization provides a  
solid foundation for  
difficult conversations\*  
What triangulation  
means, why it's harmful,  
and how to handle it  
when it happens\* How to

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respond when a person's  
behavior doesn't change  
after a difficult  
conversation Unlike most  
books on this subject,  
Taking Conversations  
from Difficult to Doable

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is short and to the point with a focus on easy-to-understand tactics. Its style and length make it perfect for today's busy leaders. Best of all, it

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helps you master the  
right skills  
quickly--and once you've  
done this you'll find  
all your conversations  
become easier, less  
stressful and more

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successful.

Health Informatics (HI)  
focuses on the  
application of  
Information Technology  
(IT) to the field of  
medicine to improve

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individual and  
population healthcare  
delivery, education and  
research. This  
extensively updated  
fifth edition reflects  
the current knowledge in

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Health Informatics and  
provides learning  
objectives, key points,  
case studies and  
references.

A comprehensive book of  
"need-to-know" insights

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for busy leaders Being a great leader means getting the fundamentals right. It also means consistently doing the “little things” that make a positive



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difference in the lives  
of employees, customers,  
and other stakeholders.

The Busy Leader's  
Handbook: How to Lead  
People and Places That  
Thrive is a practical,

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easy-to-use book filled with gentle reminders of what we should be doing every day—especially when work is at its most intense. The Handbook is packed with proven best

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practices, tools, tips,  
and tactics for engaging  
employees, revitalizing  
cultures, delighting  
customers, and building  
high-performance  
companies. Short,

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succinct, and  
accessible, each chapter  
is "stand-alone,"  
offering helpful advice  
for meeting common  
business challenges.  
Plus, the strategies,

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approaches, and tactics  
are designed to be put  
into action immediately.  
Best-selling author,  
businessman, visionary,  
and entrepreneur Quint  
Studer draws on his

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30-plus years of  
experience in helping  
organizations of all  
sizes and leaders at  
every level reach peak  
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his book overflows with insights and practical advice to help you make smart leadership decisions. For example: Why putting the right foundational structures

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in place early on  
creates clarity and  
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cause businesses to  
struggle and fail The  
importance of  
followership: why being



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a good leader requires  
that you first be a good  
follower Why we tend to  
run from self-disruption  
and a sense of being  
unsettled (and how to  
learn to embrace them

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instead) Why leaders  
should seek consent, not  
consensus How to engage  
employees and create a  
positive workplace  
culture How to help  
employees find meaning

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and purpose in their  
work How to conduct  
difficult conversations  
and resolve  
conflicts—and why having  
these skills (or not)  
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time, and dealing with  
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drive them away Why

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and how to encourage it  
inside your company Tips  
and tactics for seeing  
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(and encourage them to buy) with the right words at the right times for the right reasons  
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A Culture of High

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education for anyone,  
anywhere. This is the  
goal of the Khan  
Academy, a passion  
project that grew from*

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*an ex-engineer and hedge  
funder's online tutoring  
sessions with his niece,  
who was struggling with  
algebra, into a  
worldwide phenomenon.  
Today millions of*

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*students, parents, and teachers use the Khan Academy's free videos and software, which have expanded to encompass nearly every conceivable subject; and Academy*

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*techniques are being employed with exciting results in a growing number of classrooms around the globe. Like many innovators, Khan rethinks existing*

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*assumptions and imagines  
what education could be  
if freed from them. And  
his core idea-liberating  
teachers from lecturing  
and state-mandated  
calendars and opening up*



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*class time for truly  
human interaction-has  
become his life's  
passion. Schools seek  
his advice about  
connecting to students  
in a digital age, and*

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*people of all ages and backgrounds flock to the site to utilize this fresh approach to learning. In THE ONE WORLD SCHOOLHOUSE, Khan presents his radical*

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*vision for the future of  
education, as well as  
his own remarkable  
story, for the first  
time. In these pages,  
you will discover, among  
other things: How both*

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*students and teachers  
are being bound by a  
broken top-down model  
invented in Prussia two  
centuries ago Why  
technology will make  
classrooms more human*

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*and teachers more  
important How and why we  
can afford to pay  
educators the same as  
other professionals How  
we can bring creativity  
and true human*

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*interactivity back to  
learning Why we should  
be very optimistic about  
the future of learning.  
Parents and politicians  
routinely bemoan the  
state of our education*

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*system. Statistics suggest we've fallen behind the rest of the world in literacy, math, and sciences. With a shrewd reading of history, Khan explains*

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*how this crisis  
presented itself, and  
why a return to "mastery  
learning," abandoned in  
the twentieth century  
and ingeniously revived  
by tools like the Khan*



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*Academy, could offer the  
best opportunity to  
level the playing field,  
and to give all of our  
children a world-class  
education now. More than  
just a solution, THE ONE*

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*WORLD SCHOOLHOUSE serves  
as a call for free,  
universal, global  
education, and an  
explanation of how  
Khan's simple yet  
revolutionary thinking*

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*can help achieve this  
inspiring goal.*

*Discover how to create  
exceptional customer  
service and a superior  
customer experience,  
learning from the*

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*greatest companies of  
our time. When it comes  
to delivering great  
customer service and  
customer experience,  
many companies miss the  
mark. But there's no*

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*reason this should  
include you and your  
company. Ignore Your  
Customers (and They'll  
Go Away) spells out,  
step by step, how to  
craft a customer service*

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*culture and customer  
experience so powerful  
that they'll transform  
your organization and  
boost your company's  
bottom line. You'll  
enjoy inspirational,*

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*often hilarious, tales  
from the trenches as  
author Micah Solomon,  
one of the world's best-  
known customer service  
consultants, relates  
hands-on adventures*

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*about assessing and  
improving customer  
service in various  
industries. You'll spend  
time behind the scenes  
with Zappos CEO Tony  
Hsieh and discover how*



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*the company delivers  
“wow” customer service.  
From Richard Branson,  
you’ll learn how Virgin  
brands deliver authentic  
customer service  
(avoiding what Branson*

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*calls “Stepford Customer Service”) and Branson’s secrets for turning social media attackers into brand promoters. Drawing on a wealth of stories personally*

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*assembled from today's  
most innovative and  
successful companies,  
including Amazon,  
Cleveland Clinic,  
Drybar, USAA Insurance,  
and The Ritz-Carlton*

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*Hotel Company, Solomon reveals what it takes to turn a ho-hum customer interaction into one that drives customer engagement and lifelong loyalty.*

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*Every community wants to become a great place to live and work. The why is no mystery: We want to create a place our children and grandchildren will want*

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*to be. We also know the  
what: We need to attract  
investments, provide  
good jobs, and create  
lively downtowns where  
citizens will want to  
work, live, shop and*

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*play. What's usually missing is the how. In Building a Vibrant Community, Quint Studer addresses all three aspects, but mainly focuses on the last one.*

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*How can your community  
get from where it is now  
to where it wants to be?  
Purpose Worthwhile Work  
Making a Difference  
A guide to building a  
dynamic workforce,*



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*realizing potential and  
helping leaders succeed  
How To Lead People and  
Places That Thrive  
The Essentials of  
Interaction Design  
Why Cope When You Can*

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*Heal?*

*Learning Leadership  
Achieving Higher Quality  
at a Lower Cost*

To Get Health System Leaders and  
Physicians Working Together, We  
Must Tackle Physician Burnout This is

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a book about physician burnout. It's also a book about physician engagement. Why? Because these two concepts are deeply connected. When physicians team up with the organizations they work for to pursue mutual goals, they are far less likely to burn out. And when organizations

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seek to prevent and treat physician burnout, they go a long way toward getting everyone--physicians included--working together to meet the same goals. There has never been a better time for organizations and physicians to join forces to make sure this happens. High rates of physician

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burnout and a rapid push toward integration demand it. And while it will surely be challenging, together we can create the right environment to facilitate massive change while keeping physicians physically, mentally, and emotionally strong.

Healing Physician Burnout--written by

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healthcare performance expert Quint Studer in collaboration with George Ford, MD--explains how. You'll find:Evidence on why burnout is so high in physicians and why organizations should careTactics health system leaders can use to partner with physicians to help them

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avoid burnout--and to ensure that everyone is working toward the same goals  
Burnout "red flags" leaders and physicians should watch for so that help may be provided early  
on  
Personal profiles that tell of physicians' triumphs over burnout and showcase the passion and purpose

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that keep them persevering  
Actions  
physicians can take to heal their own  
burnout and help others to do so as  
well  
Physicians need understanding  
and empathy for the massive changes  
they must endure. While no one can  
stop the shift our industry is  
undergoing, we can create the kind of



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positive, supportive work environments that help physicians cope and, ultimately, thrive.

Crossing the Unknown Sea is about reuniting the imagination with our day to day lives. It shows how poetry and practicality, far from being mutually exclusive, reinforce each other to give

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every aspect of our lives meaning and direction. For anyone who wants to deepen their connection to their life ' s work—or find out what their life ' s work is—this book can help navigate the way. Whyte encourages readers to take risks at work that will enhance their personal growth, and shows how

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burnout can actually be beneficial and used to renew professional interest.

He asserts that too many people blindly trudge through a mediocre work life because so many “ busy ” tasks prevent significant reflection and analysis of job satisfaction. People often turn to spiritual practice or

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religion to nurture their souls, but overlook how work can actually be our greatest opportunity for discovery and growth. Crossing the Unknown Sea combines poetry, gifted storytelling and Whyte ' s personal experience to reveal work ' s potential to fulfill us and bring us closer to ultimate freedom

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and happiness.

Assessment and Planning in Health Programs, Second Edition enables students and practitioners to successfully plan, implement, and evaluate programs and interventions that will assist individuals and groups in maintaining and improving their

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health. Written in an accessible manner, this comprehensive text provides an overview of needs assessment, program planning, and program evaluation, and explains several goals and strategies for each. It addresses the importance and use of theories, data collection strategies,

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and key terminology in the field of health education and health promotion. Instructor Resources: Instructor ' s Manual, PowerPoint Presentations Student Resources: Companion website

Brian Boyle tells a personal story of his fight back from near death after a

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horrific automobile accident. He focuses on his experience as a patient who, while in a two-month long medically induced coma, was unable to move or talk to anyone around him, yet he was able to hear, see and feel pain. Brian slowly clawed his way back to the living and found the strength to



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live to tell his story in his acclaimed memoir, Iron Heart. Now Brian provides vital information from the patient ' s perspective to help caregivers gain valuable insight that will help them understand new ways on how to provide care to both patients and their families. By completion of

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this book, the participant will be able to: Recognize the variety of feelings and emotions of the patient Identify simple methods and interventions to provide emotional support to relax the patient Determine the importance of particular amenities to a patient who may be unable to communicate

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Evaluate patient life-history to determine appropriate intervention techniques Understand the motivational role that communication has between the healthcare provider and the patient and his or her family Brian ' s story about catastrophe, survival, and transcending all odds has

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implemented new and innovative strategies for improving patient safety and quality of care on a national level, as well as serving as a learning experience for healthcare providers of all levels and backgrounds. When it comes to the patient experience, Brian has become a mouthpiece for the

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voiceless.

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Technology Professionals (Sixth  
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Conversations Worth Having  
Improving Quality, Patient Safety, and  
Employee Engagement, Third Edition  
The Health Professions: Trends and  
Opportunities in U.S. Health Care  
*"This concise guide to long-term  
services and supports introduces  
a broad array of topics and*

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*presents ideas on how to get more extensive information... A variety of graphs, tables, and charts make the information easy to understand. Overall the book is well-organized with chapters that can stand on their own... Readers considering going into long-term*

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*care management or  
administration would find this  
book a valuable tool."--Doody's  
Medical Reviews This is a  
comprehensive reference for long-  
term care administrators,  
practitioners and students who  
want to understand the options,*



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*issues, and trends related to the effective administration and management of long-term care communities. The book is unique in its in-depth focus on what needs to be accomplished and the evidence-based information about what actually works.*

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*Multifaceted insights address the ever-changing world of the long-term care industry and offer best practices and model programs in eldercare. This multidisciplinary book covers the most crucial aspects of management including federal and/or state regulations*

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*required to provide long-term care services and operate long-term care communities. It offers advice on care at home, naturally occurring retirement communities, and continuing care retirement communities, client care, staff retention, preventing*

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*elder abuse and neglect,  
anticipating and managing  
litigation and arbitration in long-  
term care, aging and human  
diversity, Alzheimer's Disease,  
palliative care, care transitions,  
and much more. Distilling many  
years of practical, research and*

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*teaching experience, the authors provide the necessary tools and tips that will enable professionals to maximize the quality of care and the quality of life for older adults living in long-term care communities. Each chapter includes helpful pedagogical*

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*features such as learning objectives, case studies, effective practices, and/or model programs in eldercare. Key Features: Based on federal and/or state regulations required to provide long-term care services and operate long-term care*

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*communities Examines the complex operations of long-term care options for effective eldercare Highlights the most cost-effective practices and model programs in long-term care communities that are currently used throughout the United*

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*States Provides useful tips about client care and staff retention as well as marketing and census development, financing and reimbursement, and legal issues Promotes innovative collaboration between education, research, and practice that is reflected by the*



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*training of the editors and  
contributing authors*

*Sponsored by the  
Picker/Commonwealth Program  
for Patient-Centered Care In this  
comprehensive, research-based  
look at the experiences and  
needs of patients, the authors*

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*explore models of care that can make hospitalization more humane. Through the Patient's Eyes provides insights into why some hospitals are more patient-centered than others; how physicians can become more involved in patient-centered*

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*quality efforts; and how patient-centered quality can be integrated into health care policy, standards, and regulations. The authors show how, by bringing the patient's perspective to the design and delivery of health services, providers can improve*

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*their ability to meet patient's needs and enhance the quality of care.*

*These chapters on 'Responsible Leadership' represent the latest thinking on a topic of increasing relevance in a connected world. There are many challenges that*

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*still remain when it comes to establishing responsible leadership both in theory and practice. Whilst offering conceptualisations for the improvement of leadership is a first and perhaps easier response, what is more difficult is to*

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*facilitate the actual change to happen. These chapters will not only generate interest in the emerging domain of studies on responsible leadership, but also will pave the way for future research in this area in the years to come. Previously Published in*

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*the Journal of Business Ethics,  
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track? Our revised and updated  
version of The HCAHPS Handbook  
includes the newest information  
and the latest tactics that enable  
you to provide the exceptional*

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*quality of care your patients expect and deserve. With fresh evidence harvested from organizations across the nation, The HCAHPS Handbook shares proven strategies for moving metrics on all HCAHPS questions, and more importantly, how to*



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*successfully deploy the tactics  
that will have a lasting impact on  
patients and the experience of  
care.*

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Excellence  
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*The Patient Experience  
Why Some Teams Pull Together  
and Others Don't*

*Responsible Leadership  
Tattling is an all too  
familiar occurrence among  
children that can have*

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*harmful impacts on friends  
and relationships. This  
spellbinding story  
encourages children to  
examine the difference  
between snitching and  
telling, and the impact of  
their words on others.*

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*Conversations can be critical and destructive, or they can be generative and productive. This book shows how to guarantee your conversations will help people, organizations, and communities flourish. --*

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*So much of a medical organization's success rides on the leadership, conduct, and performance of its physicians. How does a health care organization engage its physicians to lead by example? And how*

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*does a physician—in the  
midst of 25 appointments, 30  
phone messages, hospital  
rounds, and the details of  
“managing” a clinical  
practice—do what needs to be  
done to foster satisfaction  
and loyalty among patients?*

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*Practicing Excellence*  
eloquently answers these  
questions. Stephen C. Beeson,  
MD, has created a brilliant  
guide to implementing  
physician leadership and  
behaviors that will create a  
high-performance workplace

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*built on collaboration,  
commitment, purpose, and  
making a difference in the  
lives of the patients it  
serves.*

*In this new book, Jacqueline  
Davies and Jeremy Kourdi  
argue that organizations are*



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*failing to realize the  
simple truth about talent:  
they are misunderstanding  
their people, making flawed  
choices and allowing the  
true potential of their  
workforce to go unused and  
unfulfilled. Understanding*

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*the truth about talent in all its forms is a vital step in developing an organization and ensuring long-term, sustainable success. A core part of their thesis is that organizations should*

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*recognize that people at different stages of their career and with different experiences and aspirations need to developed and engaged in different ways. The book provides a practical guide explaining*

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*how to segment the  
workforce, why, what to  
expect when you do, and how  
to ensure that this approach  
succeeds.*

*Results That Last*

*Leaders Eat Last*

*Diagnosing, Preventing, and*

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*Treating*

*Hardwiring Behaviors That  
Will Take Your Company to  
the Top*

*How Engaged Patients,  
Clinicians, Leaders and  
Employees Will Transform  
Healthcare*

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*The Importance of Care,  
Communication, and  
Compassion in the Hospital  
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*Lean Hospitals*

Praise for Results That Last "Quint  
Studer is a superb communicator with a  
deep belief in the power of

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relationships. His informal tone, sense of humor, and real-world stories bring his business principles to life. Results That Last has a vital, optimistic quality that will keep readers re-reading long after other leadership books have been relegated to a dark corner of the shelf."  
--Nido Qubein, author of How to Get

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Anything You Want; President, High Point University; Chairman, Great Harvest Bread Company; and founder, National Speakers Association Foundation "Results That Last is long overdue and fills a big gap in effective business management. There are legions of books that show us the way to achieve



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successful results in business, but very few that teach us how to institutionalize success. In reality, achieving success is the easy part. The real challenge is to achieve results that last. Quint Studer not only proves it is possible to hardwire a culture for lasting results, but lays out a simple, logical, and

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effective way to do so. Anyone who wants to make success a habit needs to read this book." --Bob MacDonald, former CEO, Allianz Life of North America and author of Beat the System: 11 Secrets to Building an Entrepreneurial Culture in a Bureaucratic World "I have always

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been fascinated by how the various parts of an organization work together to achieve strategic objectives. In *Results That Last*, Quint Studer explores the complex subject of performance improvement in a fresh, readable, and easy-to-grasp way. By standardizing certain business practices

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and leader behaviors, any company in any field can create an environment that allows it to achieve and sustain long-term results." --David F. Giannetto, coauthor of *The Performance Power Grid: The Proven Method to Create and Sustain Superior Organizational Performance*

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nearly extinguished the flame of their passion to help others. In this book, Quint Studer sparks a trend toward purpose, worthwhile work, and making a difference in the health care profession. He shares his personal story and teaches the reader how to apply specific prescriptive tools and practices

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size considerations, and more. The new full-color interior and unique layout better illustrate modern design concepts. The interaction design profession is blooming with the success of design-intensive companies, priming customers to expect "design" as a critical ingredient of marketplace

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success. Consumers have little tolerance for websites, apps, and devices that don't live up to their expectations, and the responding shift in business philosophy has become widespread. About Face is the book that brought interaction design out of the research labs and into the everyday lexicon, and

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the updated Fourth Edition continues to lead the way with ideas and methods relevant to today's design practitioners and developers. Updated information includes: Contemporary interface, interaction, and product design methods Design for mobile platforms and consumer electronics State-of-the-

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art interface recommendations and up-to-date examples Updated Goal-Directed Design methodology Designers and developers looking to remain relevant through the current shift in consumer technology habits will find About Face to be a comprehensive, essential resource.

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The One World Schoolhouse  
Through the Patient's Eyes  
The Retail Revival  
Work as a Pilgrimage of Identity  
Healing Physician Burnout  
Building a Vibrant Community: How  
Citizen-Powered Change Is Reshaping  
America

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Ignore Your Customers (and They'll Go Away)

"Grand challenges" represent a focused method of attacking the most deeply significant problems of a discipline, organization, or society itself.

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Since the concept was first introduced over a century ago, more than 600 governments, foundations, and professions subsequently adopted this language and approach, often to excellent effect. In 2012, the

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social work profession launched its own national initiative, with aim of using science, innovation, and new forms of collaboration to accelerate progress toward critically needed social solutions. There



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was also strong corollary interest in changing the profession itself, introducing new forms of practice and problem-solving. The American Academy of Social Work and Social Welfare served as the

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first home of the Grand  
Challenges initiative in social  
work; in 2017, as the initiative  
grew more complex, it became  
an independent organization"--  
Using Appreciative Inquiry to  
Fuel Productive and Meaningful

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Engagement

Effective Practices and Quality  
Programs in Eldercare

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Management Lessons from  
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Organizations

A Physician's Manual to  
Exceptional Health Care  
Grand Challenges for Social  
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